

WHAT IS CLAIMED IS:

- 1 1. A method for call center dialog management, comprising:
  - 2 presenting a contact with a first call center dialog segment having a current
  - 3 call center dialog property;
  - 4 receiving from the contact a contact dialog segment;
  - 5 identifying a dialog property keyword within the contact dialog segment;
  - 6 replacing the current call center dialog property with a new call center dialog
  - 7 property in response to the dialog property keyword; and
  - 8 presenting a second call center dialog segment having the new call center
  - 9 dialog property to the contact.
- 1 2. The method of claim 1:
  - 2 wherein the dialog property keyword indicates a dialog speed; and
  - 3 wherein replacing includes replacing a first dialog speed with a second dialog
  - 4 speed.
- 1 3. The method of claim 1:
  - 2 wherein the dialog property keywords indicates a dialog language; and
  - 3 wherein replacing includes replacing a first dialog language with a second
  - 4 dialog language.
- 1 4. The method of claim 1:
  - 2 wherein the dialog property keywords indicate a contact expertise level; and
  - 3 wherein replacing includes replacing a first contact expertise level with a
  - 4 second contact expertise level.

1     5.     The method of claim 1:  
2             wherein the dialog property keywords indicates a contact help level; and  
3             wherein replacing includes replacing a first contact help level with a second  
4     contact help level.

1     6.     The method of claim 1:  
2             wherein replacing includes replacing a first pre-recorded call center dialog  
3     segment having the current call center dialog property with a second pre-recorded  
4     dialog segment having the new center dialog property.

1     7.     The method of claim 1:  
2             wherein replacing includes adjusting a text-to-speech synthesizer from  
3     generating center dialog segments having the current call center dialog property  
4     toward generating center dialog segments having the new call center dialog property.

1     8.     The method of claim 1:  
2             wherein replacing includes adjusting a Voice-XML prosody tag from  
3     generating center dialog segments having the current call center dialog property  
4     toward generating center dialog segments having the new call center dialog property.

1     9.     The method of claim 1;  
2             wherein replacing includes adjusting a digital signal processor time-scale  
3     modification.

1     10.    The method of claim 1:  
2             further comprising,

3                   generating a set of dialog metrics from the contact dialog segment; and  
4                   comparing the set of dialog metrics against a set of dialog metric  
5                   thresholds; and  
6                   wherein replacing includes,  
7                   replacing the current call center dialog property with a second new call  
8                   center dialog property, if no dialog property keyword is identified and the  
9                   generated dialog metrics vary from the first set of thresholds by a first  
10                  predetermined amount.

1    11.    A method for call center dialog management, comprising:  
2           presenting a contact with a first call center dialog segment having a current  
3    call center dialog property;  
4           receiving from the contact a contact dialog segment;  
5           generating a set of dialog metrics from the contact dialog segment;  
6           comparing the set of dialog metrics against a set of dialog metric thresholds;  
7           replacing the current call center dialog property with a new call center dialog  
8    property, if the generated dialog metrics vary from the set of thresholds by a  
9    predetermined amount; and  
10          presenting a second call center dialog segment having the new call center  
11    dialog property to the contact.

1    12.    The method of claim 11 wherein generating includes:  
2           totaling a number of times the contact was asked to respond to the first call  
3    center dialog segment.

1    13.    The method of claim 11 wherein generating includes:

2 totaling a number of times the contact requested help.

1 14. The method of claim 11 wherein generating includes:

2 calculating how poor the contact's grammar is.

1 15. The method of claim 11 wherein replacing includes:

2 replacing a first dialog speed with a second dialog speed.

1 16. The method of claim 11 wherein replacing includes:

2 replacing a first dialog language with a second dialog language.

1 17. A method for call center dialog management, comprising:

2 presenting a contact with a first call center dialog segment having a current  
3 call center dialog property;

4 receiving from the contact a contact dialog segment;

5 identifying a dialog property keyword within the contact dialog segment;

6 generating a set of dialog metrics from the contact dialog segment;

7 comparing the set of dialog metrics against a set of dialog metric thresholds;

8 replacing the current call center dialog property with a new call center dialog  
9 property in response to the dialog property keyword;

10 replacing the current call center dialog property with a second new call center  
11 dialog property, if no dialog property keyword is identified and the generated dialog  
12 metrics vary from the set of thresholds by a first predetermined amount; and

13 presenting a second call center dialog segment having the new call center  
14 dialog property to the contact.

1 18. A computer-usable medium embodying computer program code for  
2 commanding a computer to effect call center dialog management, comprising:  
3 presenting a contact with a first call center dialog segment having a current  
4 call center dialog property;  
5 receiving from the contact a contact dialog segment;  
6 identifying a dialog property keyword within the contact dialog segment;  
7 replacing the current call center dialog property with a new call center dialog  
8 property in response to the dialog property keyword; and  
9 presenting a second call center dialog segment having the new call center  
10 dialog property to the contact.

1 19. A computer-usable medium embodying computer program code for  
2 commanding a computer to effect call center dialog management, comprising:  
3 presenting a contact with a first call center dialog segment having a current  
4 call center dialog property;  
5 receiving from the contact a contact dialog segment;  
6 generating a set of dialog metrics from the contact dialog segment;  
7 comparing the set of dialog metrics against a set of dialog metric thresholds;  
8 replacing the current call center dialog property with a new call center dialog  
9 property, if the generated dialog metrics vary from the set of thresholds by a  
10 predetermined amount; and  
11 presenting a second call center dialog segment having the new call center  
12 dialog property to the contact.

1 20. A system for call center dialog management, comprising a:

2 means for presenting a contact with a first call center dialog segment having a  
3 current call center dialog property;  
4 means for receiving from the contact a contact dialog segment;  
5 means for identifying a dialog property keyword within the contact dialog  
6 segment;  
7 means for replacing the current call center dialog property with a new call  
8 center dialog property in response to the dialog property keyword; and  
9 means for presenting a second call center dialog segment having the new call  
10 center dialog property to the contact.

1 21. A system for call center dialog management, comprising a:  
2 means for presenting a contact with a first call center dialog segment having a  
3 current call center dialog property;  
4 means for receiving from the contact a contact dialog segment;  
5 means for generating a set of dialog metrics from the contact dialog segment;  
6 means for comparing the set of dialog metrics against a set of dialog metric  
7 thresholds;  
8 means for replacing the current call center dialog property with a new call  
9 center dialog property, if the generated dialog metrics vary from the set of thresholds  
10 by a predetermined amount; and  
11 means for presenting a second call center dialog segment having the new call  
12 center dialog property to the contact.

1 22. A system for call center dialog management, comprising:

2           an interactive voice response module for presenting a contact with a first call  
3 center dialog segment having a current call center dialog property and receiving from  
4 the contact a contact dialog segment;  
5           a dialog analysis module for identifying a dialog property keyword within the  
6 contact dialog segment;  
7           a dialog property controller for replacing the current call center dialog property  
8 with a new call center dialog property in response to the dialog property keyword; and  
9           wherein the interactive voice response module then presents a second call  
10 center dialog segment having the new call center dialog property to the contact.